Figures:

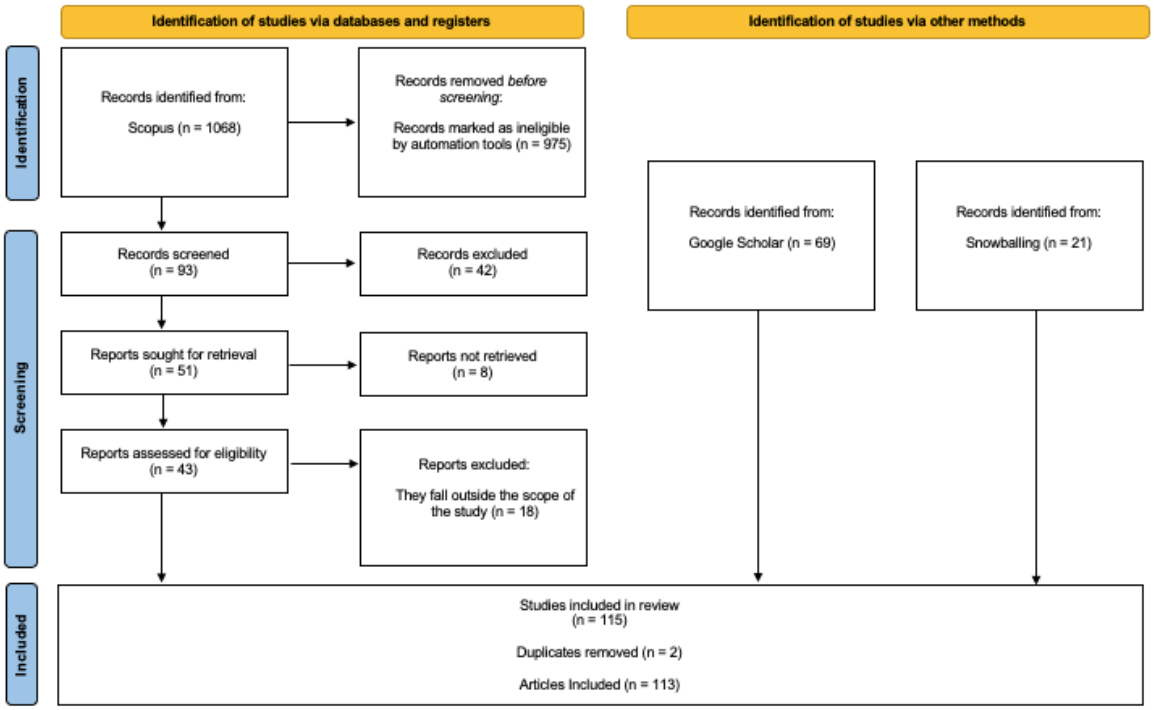

Figure 1. PRISMA-aligned literature search flowchart

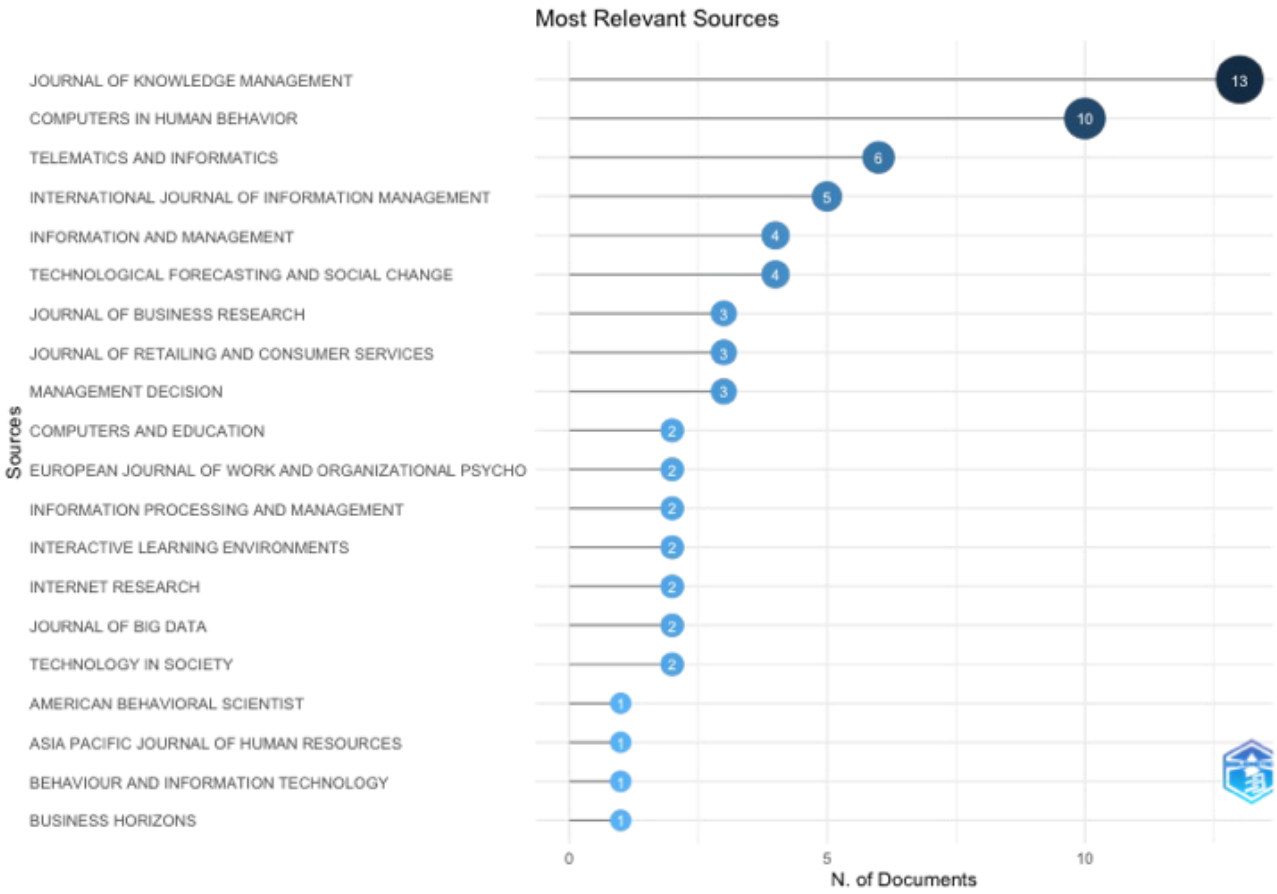

Figure 2. The top 20 sources based on publication volume

Figure 3. Word cloud

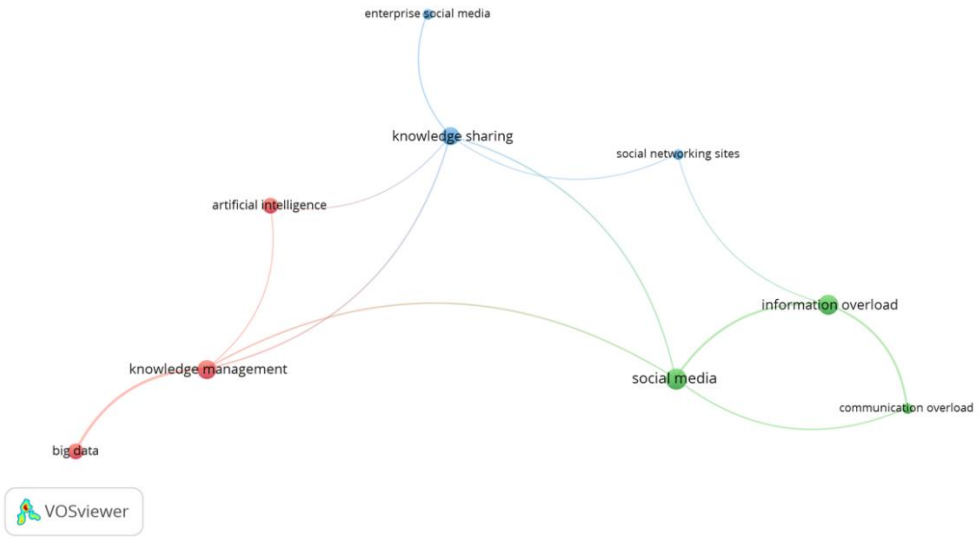

Figure 4. Co-occurrence network based on author's keywords

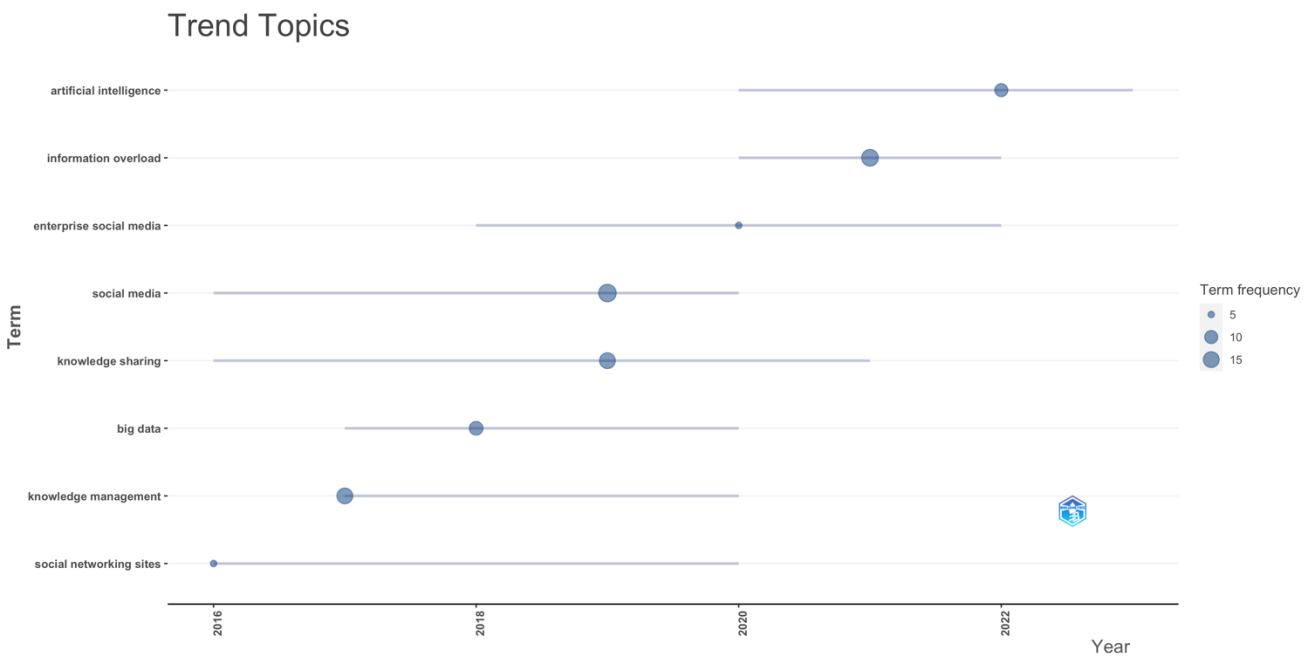

Figure 5. Trend Topics

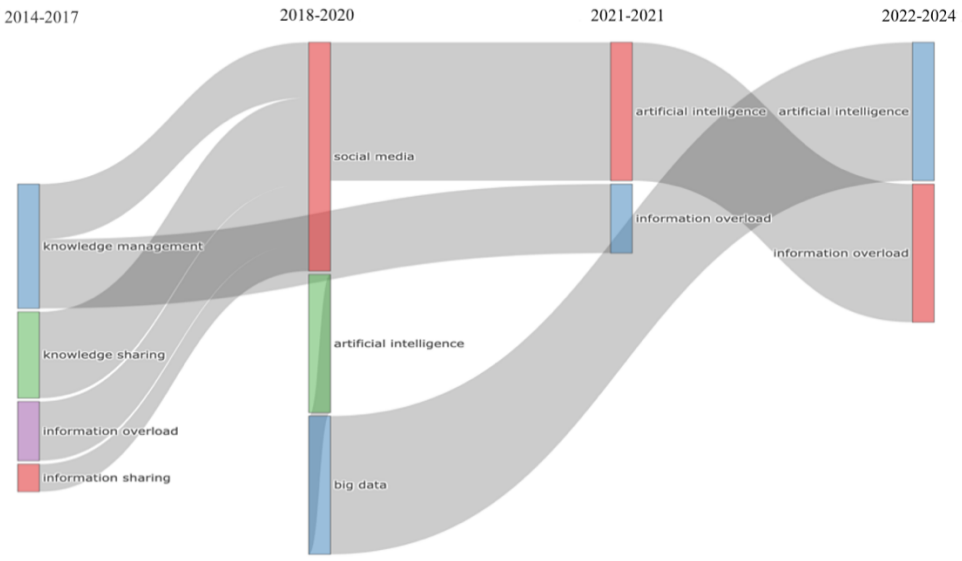

Figure 6. Thematic evolution (2014-2024)

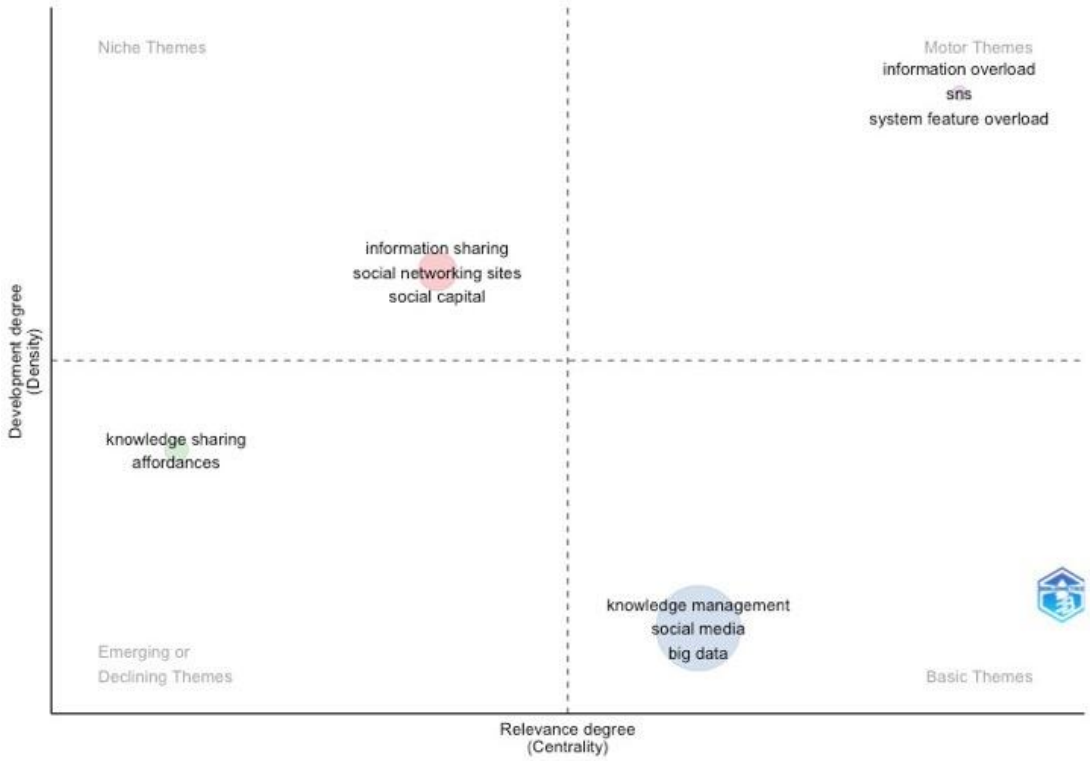

Figure 7. Thematic map derived from keyword network analysis (2014-2017)

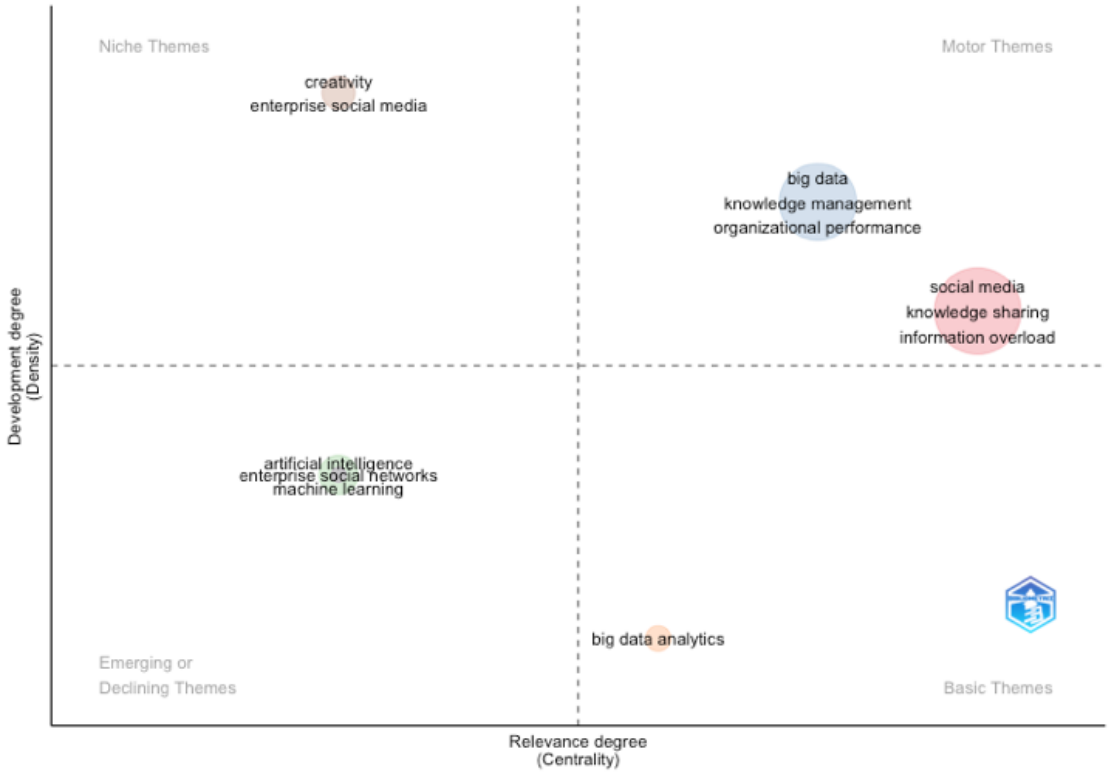

Figure 8. Thematic map derived from keyword network analysis (2018-2020)

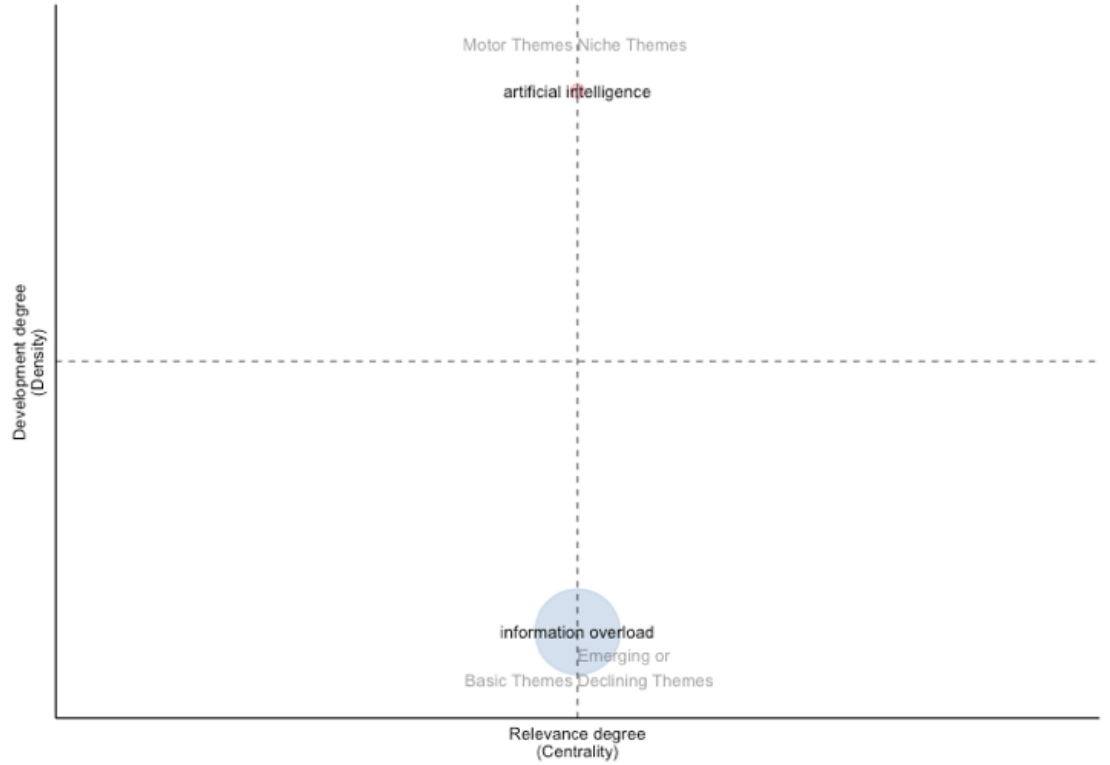

Figure 9. Thematic map derived from keyword network analysis (2021)

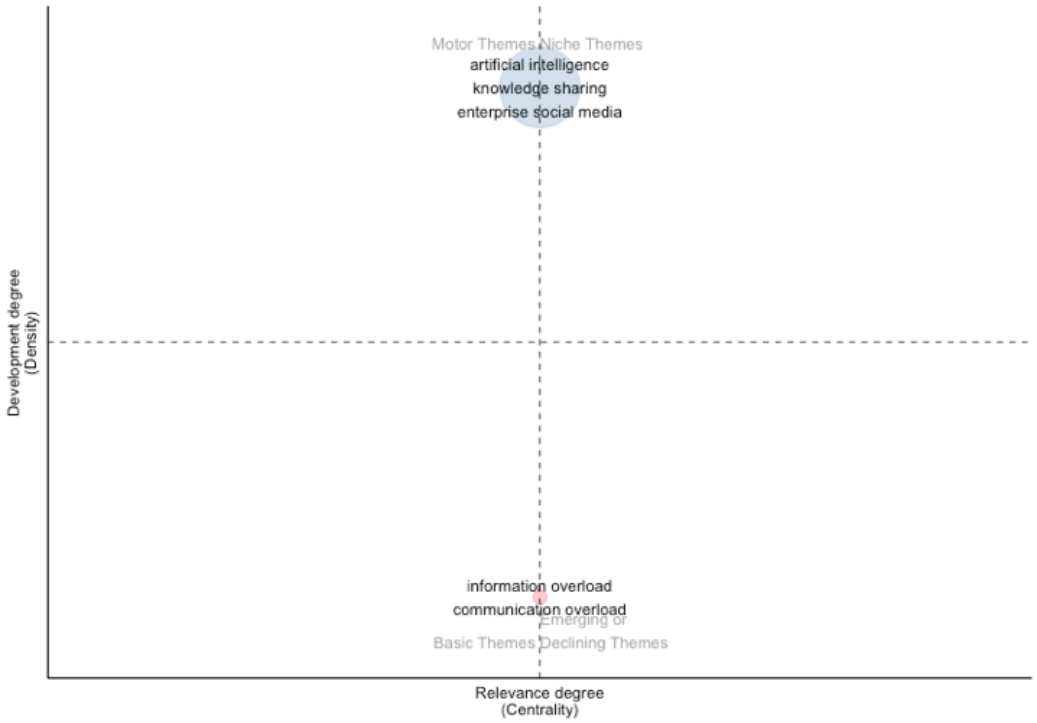

Figure 10. Thematic map derived from keyword network analysis (2022-2024)

Tables:

Table 1. Emerging Positive and Negative Contributions for Social Networking Sites

	Emerging themes	*Key references*
Positive Contributions in the contexts of society and organization	Learning resources for students that facilitate knowledge-sharing and discussion Facilitation of collective evaluation and prioritization of shared knowledge among travelers Enabler of easier information access and study reminders Provider of channels for individuals seeking information to connect with knowledge holders Rapid and convenient peer-to-peer knowledge exchange and collaboration Enabler of information sharing, file sharing, and virtual data storage Support for searching for and gathering valuable professional expertise Internal communities and knowledge exchange promotion within organizations Improved customer relationships via information sharing and community development Empowerment of knowledge management via analytics functionalities and predictive capabilities Rapid access to corporate information for new employees Extensive knowledge sharing and innovation within organizational contexts Effective corrective measures for addressing challenges in organizational knowledge sharing Improvement of employee agility and information management, leading to improved business performance	(Bulgurcu et al., 2018; Korzynski et al., 2020; Olfat et al., 2019)
Negative Contributions in the contexts of society and organization	Noticeable Presence of psychological distress Recognized state of mental exhaustion Act of information avoidance Experience of Technostress State of SNS exhaustion Feeling of SNS fatigue Experience of burnout Noticeable psychological pressure Direct mood changes Noticeable depressive symptoms	(Graf & Antoni, 2023; Luqman et al., 2017; Matthes et al., 2020)

Table 2. Emerging Positive and Negative Contributions for Big Data Analytics

	Emerging themes	*Key references*
Positive Contributions in the contexts of society and organization	Traditional decision-making challenged by predictive capabilities and user-friendly data formats Contribution to strategic decision-making and protects valuable information Enabler of co-creation of knowledge through organizational and personal data leverage Enhancement of decision-making quality via big data utilization and advanced tools Empowerment of agile knowledge management aligned with market demands Unparalleled information access for informed decision-making. Restructure of personal knowledge management and worker roles. Programs to enhance information sharing and transparency through data management	(Ferraris et al., 2019; O'Connor & Kelly, 2017; Wang et al., 2018)
Negative Contributions in the contexts of society and organization	Noticeable state of anxiety Presence of an avoidance behavior	(Cezar & Maçada, 2023)

Table 3. Emerging Positive and Negative Contributions for Mobile Applications

	Emerging themes	*Key references*
Positive Contributions in the contexts of society and organization	Seamless and rapid knowledge exchange and social interaction Empowerment of users in generating, distributing, and exploring content, enhancing learning Support for mobile learning to enhance students' capabilities in knowledge management Enhancement of language skills and learning processes through unique features Assistance in developing learners' competencies and delivering essential services in organizations Usage of applications for information dissemination, relationship management, and transaction execution Stimulation of knowledge creation, collaboration, and engagement across diverse industries Knowledge sharing, collaboration with experts, and request for explanations Incorporation of modern information and communication tools, amplifying decision-making effectiveness	(Ahmed et al., 2019; Davison et al., 2018; Pandey et al., 2021)
Negative Contributions in the contexts of society and organization	Presence of inconvenience Feeling of frustration Clear sense of overwhelm Noticeable state of anxiety Recognizable feeling of fatigue Direct experience of technostress	(Rezaei et al., 2016 ; Whelan et al., 2020 ; Yan, 2021)

Table 4. Emerging Positive Contributions for Artificial Intelligence

	Emerging Themes	*Key References*
Positive Contributions in the contexts of society and organization	Assistance in tasks, knowledge management, and information handling in daily life Personal intelligent assistants in personal knowledge management Recommender Systems benefits for end users and companies in information management Intelligent chatbots students' empowerment and learning experiences improvement Citizens' empowerment in effectively discerning relevant political information Revolution of knowledge management processes within organizations Enhancement of knowledge management efficiency, especially in healthcare Development and sharing of knowledge within organizations Improvement of knowledge sharing among employees and drives productivity Conversion of data into actionable information and enriches decision-making Effective approaches for managing information and knowledge	(Al-Sharafi et al., 2022; Jarrahi et al., 2023; Sanzogni et al., 2017)

Table 5. Top 20 influential sources, 2014–2024

Element	h_index	g_index	m_index	Total Citations	Number of Publications
Journal of Knowledge Management	12	13	1	911	13
Computers in Human Behavior	9	10	0.75	1399	10
Telematics and Informatics	6	6	0.66666667	603	6
International Journal of Information Management	5	5	0.55555556	564	5
Information and Management	4	4	0.44444444	531	4
Journal of Business Research	3	3	0.375	445	3
Journal of Retailing and Consumer Services	3	3	1.5	22	3
Management Decision	3	3	0.5	409	3
Technological Forecasting and Social Change	3	4	0.3	942	4
Computers and Education	2	2	0.22222222	326	2
European Journal of Work and Organizational Psychology	2	2	0.5	14	2
Interactive Learning Environments	2	2	0.66666667	45	2
Internet Research	2	2	0.4	168	2
Journal of Big Data	2	2	0.33333333	69	2
Technology in Society	2	2	0.4	127	2
American Behavioral Scientist	1	1	0.1	289	1
Asia Pacific Journal of Human Resources	1	1	0.5	1	1
Behaviour & Information Technology	1	1	0.33333333	45	1
Business Horizons	1	1	0.5	17	1
Business Process Management Journal	1	1	0.2	66	1

Table 6. Top 20 Most Relevant Authors

Rank	Author	Total Documents (TD)	Total Citations (TC)
1	YANG J	2	386
2	ALI A	3	372
3	CAO X	2	300
4	BROOKS S	2	193
4	WHELAN E	2	193
6	PEREIRA V	2	173
7	AL-EMRAN M	4	141
8	WANG H	2	127
9	KARSAY K	2	108
9	MATTHES J	2	108
9	SCHMUCK D	2	108
12	STEVIC A	2	100
13	PANG H	3	58
14	JARRAHI MH	2	46
15	PITAFI AH	2	33
16	KIM J	2	35
17	RUAN Y	2	17
18	ANTONI CH	2	14
18	GRAF B	2	14
20	ABBAS Z	1	1

Table 7. The top 20 publications with the highest number of citations

Title	Authors	Publication Year	Source	TC	TC per Year
Social media, knowledge sharing, and innovation: Toward a theory of communication visibility.	LEONARDI PM	2014	INF SYST RES	540	45
Information and communication technology overload and social networking service fatigue: A stress perspective	LEE AR	2016	COMPUT HUM BEHAV	438	43.8
Do you get tired of socializing? An empirical explanation of discontinuous usage behaviour in social network services	ZHANG S	2016	INF MANAGE	351	35.1
Big data analytics capabilities and knowledge management: impact on firm performance	FERRARIS A	2019	MANAGE DECIS	324	46.29
Linking dimensions of social media use to job performance: The role of social capital	ALI-HASSAN H	2015	J STRATEGIC INFORM SYST	317	28.82
Assessing business value of Big Data Analytics in European firms	CÔRTE-REAL N	2017	J BUS RES	300	33.33
The Use of Enterprise Social Network Sites for Knowledge Sharing in Distributed Organizations: The Role of Organizational Affordances	ELLISON NB	2015	AM BEHAV SCI	289	26.27
Empirical investigation of Facebook discontinues usage intentions based on SOR paradigm	LUQMAN A	2017	COMPUT HUM BEHAV	268	29.78
Social networking, knowledge sharing, and student learning: The case of university students	EID MIM	2016	COMPUT EDUC	229	22.90
Social media for knowledge-sharing: A systematic literature review	AHMED YA	2019	TELEMATICS INF	220	31.43
Consumer perception of knowledge-sharing in travel-related Online Social Networks	BILGIHAN A	2016	TOUR MANAGE	220	22.00
Enterprise social networking: A knowledge management perspective	MÄNTYMÄKI M	2016	INT J INF MANAGE	172	17.20
From “information” to “knowing”: Exploring the role of social media in contemporary news consumption	PENTINA I	2014	COMPUT HUM BEHAV	155	12.92
Big data text analytics: an enabler of knowledge management	KHAN Z	2017	J KNOWL MANAG	143	15.89
Big data, knowledge co-creation and decision making in fashion industry	ACHARYA A	2018	INT J INF MANAGE	141	17.63
Social media overload, exhaustion, and use discontinuance: Examining the effects of information overload, system feature overload, and social overload	FU S	2020	INF PROCESS MANAGE	138	23.00
Information avoidance behavior on social network sites: Information irrelevance, overload, and the moderating role of time pressure	GUO Y	2020	INT J INF MANAGE	136	22.67
Artificial intelligence (AI) and its implications for market knowledge in B2B marketing	PASCHEN J	2019	J BUS IND MARK	136	19.43
Examining information sharing in social networking communities: Applying theories of social capital and attachment	CHUNG N	2016	TELEMATICS INF	111	11.10
Knowledge Sharing on Enterprise Social Media: Practices to Cope with Institutional Complexity	OOSTERVINK N	2016	J COMPUTER-MEDIATED COMMUN	108	10.80